

Table 1. Summary of responses of CE project visitors to the 2002 National Customer Satisfaction Survey.

Customer Satisfaction Item	No. Of Visitor Responses	Response Distribution (Percent)					
		Very Good	Good	Average	Poor	Very Poor	Total
Safety and Security at the recreation area	2092	44%	44%	10%	1%	1%	100%
Appearance and maintenance of the area	2105	46%	43%	9%	1%	0%	100%
Restroom Cleanliness	1746	32%	42%	20%	5%	1%	100%
Availability of staff to answer my questions	1921	34%	41%	20%	4%	1%	100%
Adequate ranger/visitor assistance patrols	2063	38%	41%	18%	3%	1%	100%
Current and accurate information	1877	38%	46%	15%	1%	0%	100%
Water safety Information	1758	36%	45%	17%	2%	1%	100%
Value for fee paid	1872	54%	37%	8%	1%	1%	100%
Overall quality of facilities and services	2039	44%	46%	9%	1%	0%	100%

Table 2. Summary of responses of CE project visitors to the 2003 National Customer Satisfaction Survey.

Customer Satisfaction Item	No. Of Visitor Responses	Response Distribution (Percent)					
		Very Good	Good	Average	Poor	Very Poor	Total*
Safety and Security at the recreation area	1808	53%	39%	7%	1%	0%	100%
Appearance and maintenance of the area	1831	51%	38%	9%	1%	0%	100%
Restroom Cleanliness	1530	36%	40%	19%	4%	1%	100%
Availability of staff to answer my questions	1660	48%	37%	12%	2%	0%	100%
Adequate ranger/visitor assistance patrols	1738	46%	42%	11%	1%	0%	100%
Current and accurate information	1620	47%	43%	9%	1%	0%	100%
Water safety Information	1501	40%	43%	15%	1%	0%	100%
Value for fee paid	1603	56%	36%	7%	1%	0%	100%
Overall quality of facilities and services	1744	49%	44%	6%	0%	0%	100%

Table 3. Mean Satisfaction Scores for the 2002 and 2003 National Customer Satisfaction Survey.

Customer Satisfaction Item	Mean Satisfaction Score 2002*	Mean Satisfaction Score 2003**
Safety and Security at the recreation area	4.3	4.44
Appearance and maintenance of the area	4.4	4.38
Restroom Cleanliness	4.1	4.06
Availability of staff to answer my questions	4.1	4.3
Adequate ranger/visitor assistance patrols	4.2	4.32
Current and accurate information	4.2	4.35
Water safety Information	4.1	4.21
Value for fee paid	4.4	4.47
Overall quality of facilities and services	4.4	4.42

* Results from 17 of 20 surveyed projects

** Scale: 5 – Very Good, 4 – Good, 3 – Average, 2 – Poor, 1 – Very Poor